

Ticket Sales Policy

1. Purchase and Payment

- **Sales Final:** All ticket sales are final. Tickets cannot be exchanged or refunded after purchase, except in the event of cancellation or material rescheduling.
- **Fees:** Ticket prices are listed inclusive of applicable taxes, but may be subject to additional booking fees, transaction fees, or delivery charges.
- **Order Confirmation:** Your ticket order is not complete until you receive an official booking confirmation, email or physical ticket from us or from an authorised ticketing agent.

2. Event Alterations and Cancellations

- **Program Changes:** The Organizer reserves the right to make reasonable alterations to the event program, lineup, or venue when reasonably necessary.
- **Cancellation/Rescheduling:** If the event is entirely cancelled or rescheduled, ticket holders will be offered the option to transfer their tickets to a new date or receive a full refund of the face-value ticket price. If the event is cancelled or rescheduled, we will attempt to contact all ticket holders where we have an email address. Otherwise we will publish the change on the Website. You will then have up to 30 days past the original event date to claim a refund.

3. Resale and Transfer Restrictions

- **Personal Use Only:** Tickets are sold for your personal, non-commercial use. You and your party must not resell, transfer, or advertise tickets for profit or commercial gain without express written consent. If you are unable to attend you may pass your ticket on to someone you know who can use it.
- **Void Tickets:** Tickets resold, transferred, or obtained in breach of these conditions will be void, and the holder may be refused entry or ejected from the venue.

4. Admission and Venue Rules

- **Valid Ticket Required:** Every attendee must present a valid ticket (printed or via mobile app) for scanning upon entry if required.
- **Right of Admission:** Management reserves the right to refuse admission or eject any attendee whose behaviour is deemed disruptive, dangerous, or likely to cause a nuisance to others.
- **Security Searches:** Attendees may be subject to security searches upon entry to ensure the safety of all guests.

5. Liability

- **Personal Arrangements:** The Organizer is not liable for any personal arrangements, including travel, accommodation, or hospitality costs incurred by the attendee in relation to the event.
- **Loss and Damage:** Neither We nor the Venue nor the Promoter will be responsible for any loss, theft or damage of Your personal belongings, other than caused as a result of Our negligence or that of the Venue or the Promoter or other breach of statutory duty.
- **Statutory Rights:** Nothing in these terms and conditions shall affect or limit your statutory rights as a consumer under the Consumer Rights Act 2015.